

DEPARTMENT OF GENERAL SERVICES

DCPS SY23-24 School Readiness Report

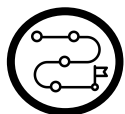


SMOTHERS
Elementary School
4400 Brooks Street NE

DCPS MAINTENANCE MISSION

The goal of the Department of General Services (DGS) for DCPS facilities is to implement **scheduled maintenance strategies, perform unscheduled repairs, and complete modernization projects** across schools to support safe, healthy, and comfortable environments for students and staff.

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SECTION 11 INTRODUCTION

DCPS FACILITY PORTFOLIO

DGS maintains a range of 115-120 DCPS facilities, depending on programming and modernization schedules. Below is the DCPS SY22-23 school portfolio.

73 ELEMENTARY SCHOOLS

- | | | |
|----------------------------|-----------------------|--------------------------------|
| • Amidon-Bowen | • Janney | • Payne |
| • Bancroft | • John Lewis | • Peabody |
| • Barnard | • Ketcham | • Plummer |
| • Beers | • Key | • Powell |
| • Brent | • Kimball | • Randle Highlands |
| • Brightwood | • King | • Raymond |
| • Bruce-Monroe @ Park View | • Lafayette | • Ross |
| • Bunker Hill | • Langdon | • Savoy |
| | | • School-Within-School @Goding |
| • Burroughs | • Langley | • Seaton |
| • Burrville | • Lasalle-Backus | • Shephard |
| • C.W Harris | • Lawrence E. Boone | • Simon |
| • Capitol Hill Montessori | • Lorraine H Whitlock | • Smothers |
| • Cleveland | • Ludlow-Taylor | |
| | • Malcom X ES @ Green | • Stanton |
| • Dorothy I Height | • Mann | • Stoddert |
| • Drew | • Marie Reed | • Takoma |
| • Eaton | • Maury | • Thomas |
| • Garfield | • Military Road | • Thomson |
| • Garrison | • Miner | • Truesdell |
| • H.D. Cooke | | • Tubman |
| • Hearst | • Moten | • Turner |
| • Hendley | • Murch | • Tyler |
| • Houston | • Nalle | • Van Ness |
| • Hyde | • Noves | |

5.5M sq.ft Total
76,000 sq.ft average

14 MIDDLE SCHOOLS

- Brookland
- Deal
- Eliot-Hine
- Hardy
- Hart
- Ida B. Wells
- Jefferson
- Johnson
- Kelly Miller
- Kramer
- MacFarland
- McKinley
- Sousa
- Stuart Hobson

1.8M sq.ft Total
138,000 sq.ft average

10 ED. CAMPUSES

- Browne
- Cardozo
- Columbia Heights
- Excel Academy @ Birney
- Leckie
- Oyster-Adams Bilingual School
- River Terrace
- SWOW @ Francis Stevens
- Walter Jones
- Wheatley

1.5M sq.ft Total
150,000 sq.ft average

18 HIGH SCHOOLS

- Anacostia
- Ballou
- Bard
- Benjamin Banneker
- Coolidge
- Duke Ellington
- Dunbar
- Eastern
- H.D. Woodson
- Jackson Reed
- Luke C Moore
- MacArthur
- McKinley Tech
- Phelps A.C.E.
- Ron Brown
- Roosevelt
- Roosevelt STAY
- School Without Walls

3.7M sq.ft Total
207,000 sq.ft average

DCPS WORK ORDER TOPICS

EXTERIOR SERVICES

- Athletic Field
- Exterior Painting
- Fence and Gate
- Flagpole
- Graffiti
- Grounds
- Landscaping
- Masonry
- Parking Lot
- Playground
- Railing and Step
- Roof
- Sidewalks
- Trash and Recycling
- Window

INTERIOR SERVICES

- Appliances
- Building Structural
- Ceiling ¹⁰
- Elevator
- Fire Alarm
- Fire Extinguisher
- Fire Sprinkler
- Flooring
- Painting ●
- Janitorial
- Lock and Door ●
- Window

HVAC SERVICES

- Heating ●
- Cooling ●

PLUMBING SERVICES

- Drain
- Drinking Water Filter
- Faucet
- Hot Water
- Leak ●
- Pipe
- Pump
- Toilet ●
- Water Fountain

ELECTRICAL SERVICES

- Lighting ●
- Outlet
- Power
- Shoreline/Pigtail
- Switch

ENVIRONMENTAL SRVS.

- Environmental
- Odor
- Pest Control

OTHER SERVICES

- Electronic Security ●
- Generator
- Overhead Door
- PA and Clock System ●
- Pool and Spray Park
- Specialized Cleaning

● Top 10 Problem Types Submitted by DCPS

DCPS MAINTENANCE STRATEGY

SCHEDULED MAINTENANCE

UNSCHEDULED REPAIRS

MODERNIZATION PROJECTS

YEAR-ROUND

- **Preventative maintenance initiatives** (HVAC, Elevators, Roofing, Fire Alarms, PA & Clocks, Electronic Security)
- **Pre-determined service schedules** (i.e., mowing, waste collection, etc.)
- **Routine systems inspections**

- **Emergency Priority Work Orders** (immediate threats to buildings, i.e., a burst pipe causing flooding)
- **High Priority Work Orders** (maintenance issues that require expedited attention, i.e., facility-wide HVAC problem)
- **Routine Priority Work Orders** (typical building repairs that will not impact operations, i.e., replacing a broken light)

- **School Modernizations**
- **Small capital projects** (i.e., HVAC system upgrade, new playground, field upgrades, etc.)

SUMMER READINESS

HVAC

- Conduct Preventative Maintenance *and repairs* to ensure all schools have cooling available on the first day of classes.

FIRE, LIFE, SAFETY

- Conduct inspections *and repairs* to Fire Alarms, PA and Clock Systems, and Electronic Security systems.

DCPS IDENTIFIED PRIORITIES

- Complete Work Orders identified by DCPS Central and DCPS Principals for summer completion.

DGS IDENTIFIED PRIORITIES

- Complete Work Orders identified by DGS during summer assessments, summer walkthroughs, or other emerging priorities identified during the summer.

DCPS PROJECTS

- Closely monitor DCPS projects where project delays or failure to complete projects would have a significant impact on the first day of classes.

The goal of summer readiness maintenance is to prevent facility-wide system failures, address known high priority work orders and problem types, and delivery of capital projects on time for a successful first day of classes at DCPS.



SECTION 2 | SCHEDULED MAINTENANCE



PREVENTATIVE MAINTENANCE (PM)

Identifies any corrective maintenance needed outside of the work order system to prevent system wide failures or outages.



DCPS HVAC

- The DCPS HVAC PM program cataloged all DCPS HVAC assets into a centralized database.
- These assets are grouped into various mechanical system type zones, and a dedicated HVAC contractor team is assigned to each zone.
- DGS Staff and HVAC contractor resources compose **a combined force of 135 technicians, engineers, and operators.**

DCPS ELEVATORS

- **DGS maintains 100+ DCPS elevator assets** through both PM services and work order repairs submitted.
- Inspections include monthly service schedules, and annual service inspections.
- Testing includes 5-year load tests.



Preventative Maintenance (PM)

PLANNED PM IN FY24

NO PLANNED PM

In FY23 YTD, work order trends are *stable or decreasing* for problem types that receive preventative maintenance

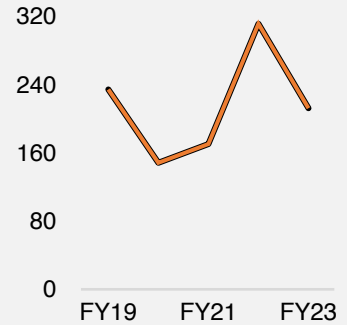
RECEIVED WOS



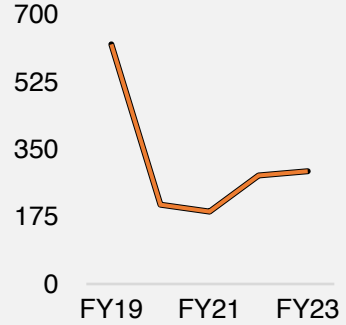
Fire Alarms



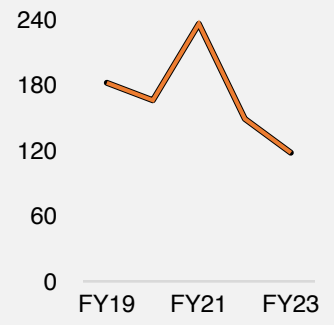
PA & Clocks



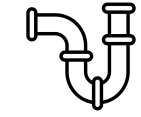
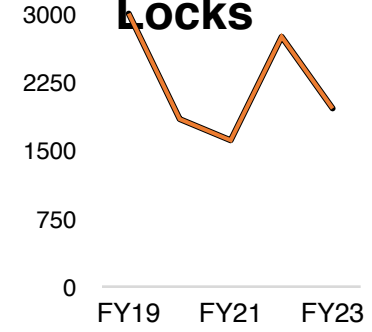
Elevators



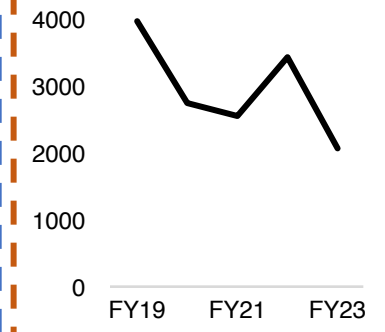
Roofing



Door and Locks



Plumbing



OPEN WOS

High	Routine	Total
21	118	139

2% of all open WOs

High	Routine	Total
23	149	172

3% of all open WOs

High	Routine	Total
4	31	35

0% of all open WOs

High	Routine	Total
19	88	107

2% of all open WOs

High	Routine	Total
30	728	758

14% of all open WOs

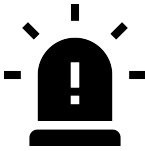


High	Routine	Total
97	602	699

13% of all open WOs



Door & Lock Work Orders

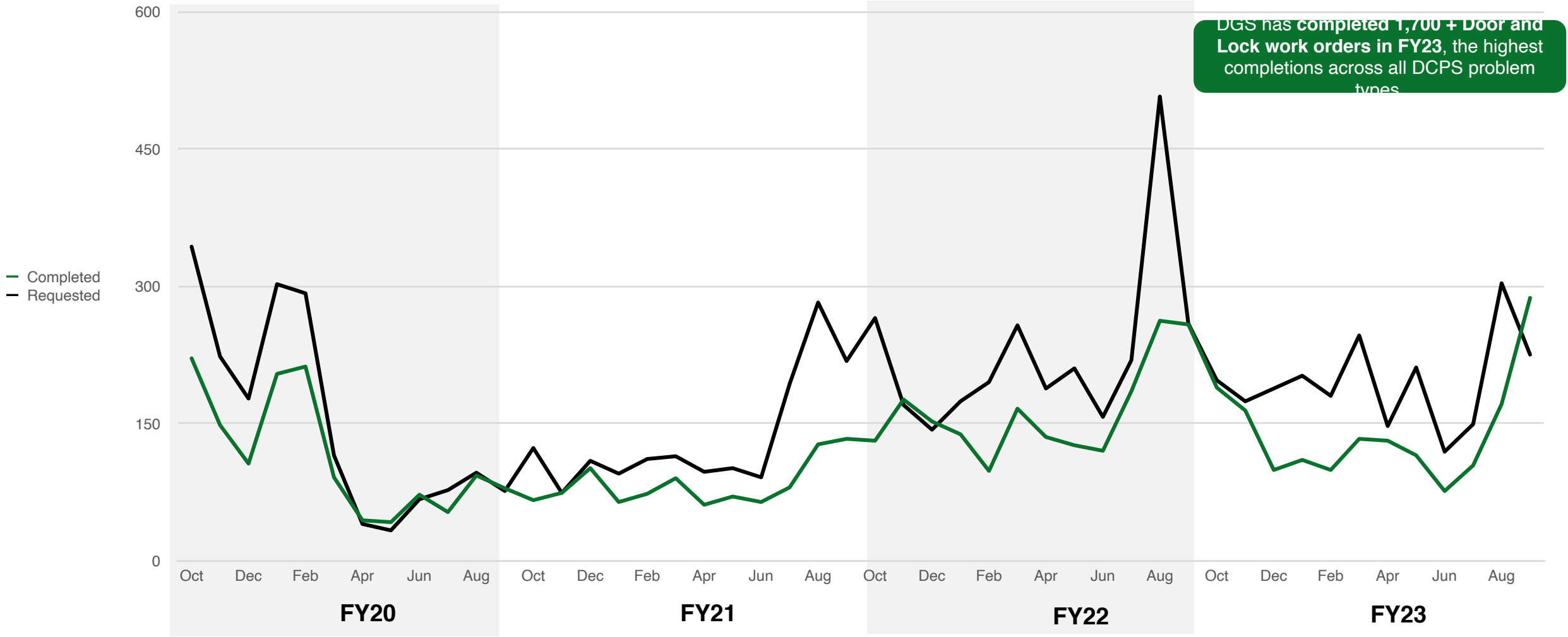
Work Order priority levels are assigned during intake and are based on the location of the door and the assignment descriptions.

PRIORITY	DESCRIPTION	EXAMPLE	OPEN WORK ORDERS
 <p>EMERGENCY Repair</p>	<ul style="list-style-type: none"> • Exterior doors that are not securing properly, potentially allowing unauthorized access or intrusion. 	<ul style="list-style-type: none"> • <i>The Main Entrance front door is not securing.</i> 	<p>No Open Work Orders</p>
 <p>HIGH PRIORITY Repair</p>	<ul style="list-style-type: none"> • Interior doors that impact daily operations or programming or should be secured for safety reasons. 	<ul style="list-style-type: none"> • <i>An electrical closet or IT closet has a door that is not securing properly.</i> 	<p>30 Open Work Orders</p>
 <p>ROUTINE Repair</p>	<ul style="list-style-type: none"> • Interior doors that are not securing properly, with minimal risks for intrusion. 	<ul style="list-style-type: none"> • <i>A door that leads to an administrative space such as a Teachers Lounge or an equipment closet is not securing.</i> 	<p>728 Open Work Orders</p>



Door & Lock Work Orders

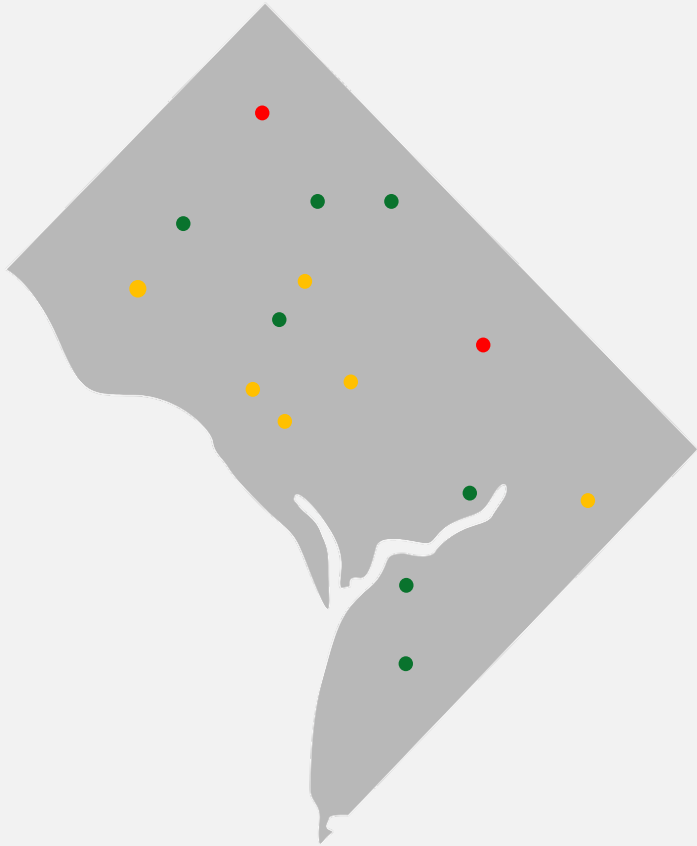
DCPS Door and Lock Work Orders submissions are trending down after two years of increases. In FY24, DGS will implement a Door and Lock Preventative Maintenance program targeted at increasing DGS work order response *and* reducing new work orders from being submitted.



DCPS HVAC WATCH LIST



In Summer 2022, DGS developed the DCPS HVAC Watch list to categorize schools across three priority statuses.



DGS developed the HVAC watch list to evaluate the impact of HVAC problems at schools, ranging from minimal and isolated disruptions to facility-wide outages.

While this assessment includes open work order rates, **it is primarily calculated from on-site evaluations by HVAC engineers assigned to each DCPS facility conducting system-wide assessments.**

RED

- Potential for facility-wide and/or major disruptions if no actions are taken

YELLOW

- HVAC impacting DCPS programming; Repairs are being closely monitored

GREEN

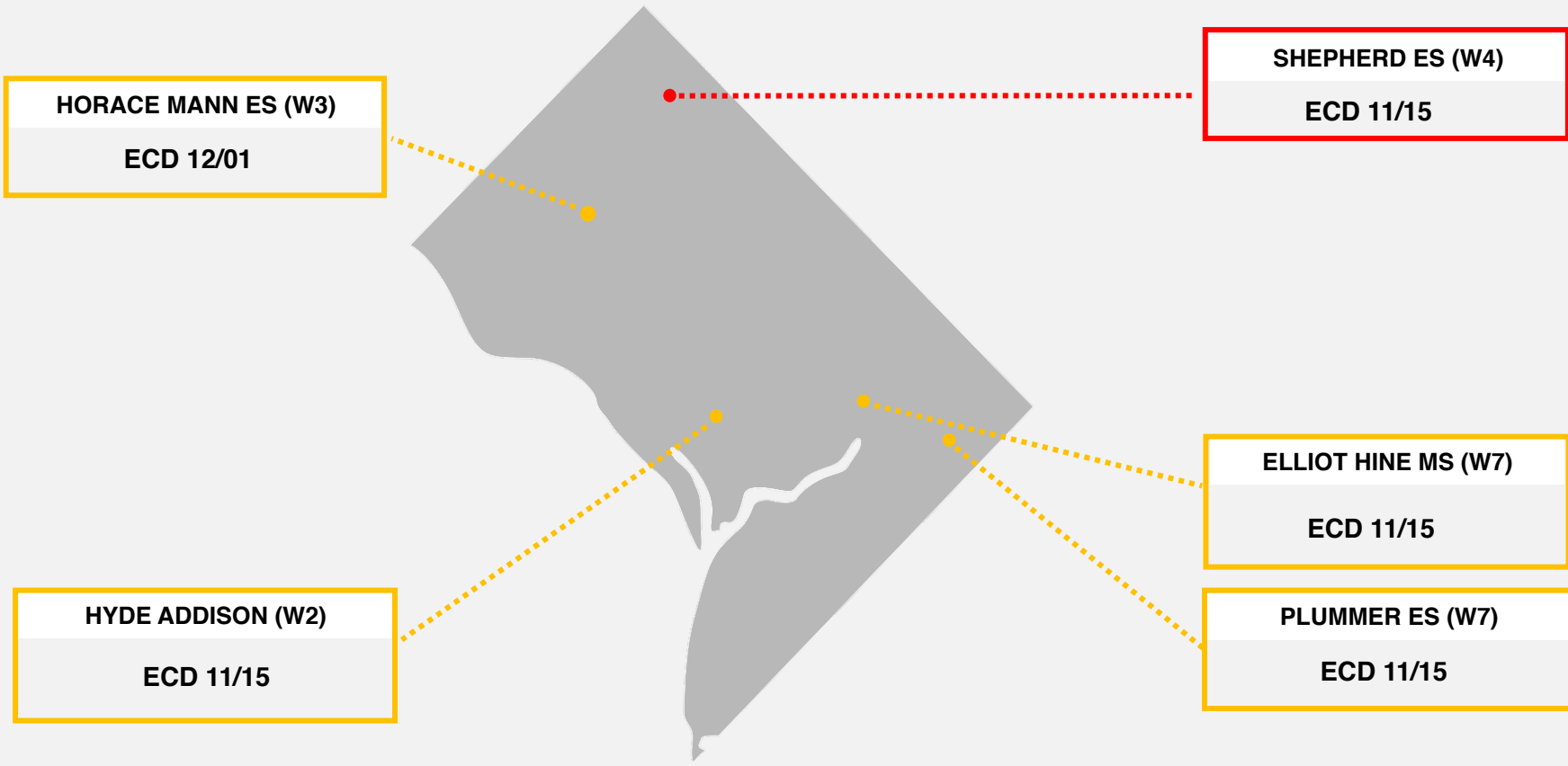
- HVAC concerns, if present and being tracked, do not impact more than 5 spaces
- Repairs are being monitored where needed for impacts to instruction

The goal of the HVAC watch list is to **closely monitor red and yellow status schools.** Green status schools still require HVAC maintenance and repairs, but not in a systemic, facility-wide approach.

HVAC WATCH LIST

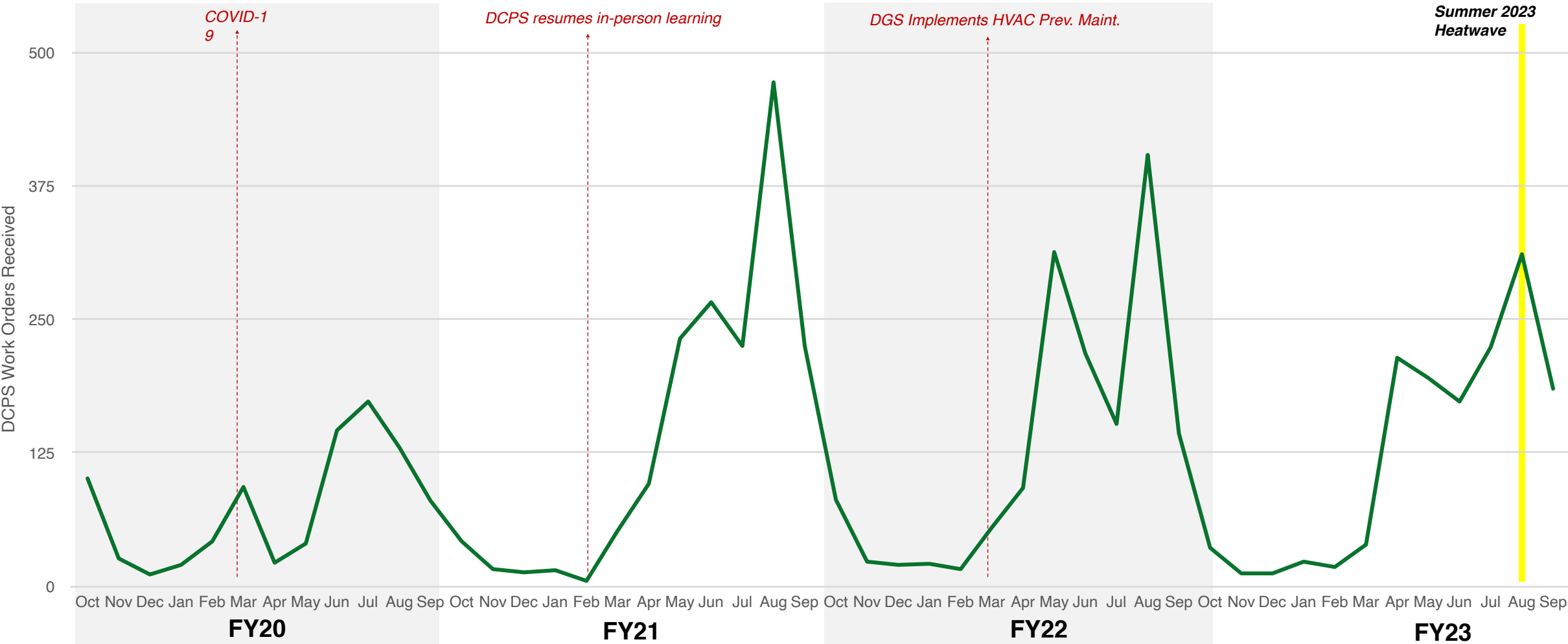


4% (5 of 115) of DCPS schools currently on Watch List; 1 Red and 4 Yellow



Monthly Cooling WOs Received

Investments in the HVAC PM Program have reduced HVAC work orders and contributed to the stabilization of the DCPS work order portfolio.





SECTION 3 | WORK ORDERS



SUMMER PRIORITY WOs

DGS has completed 851 of 916 (93%) DCPS Summer Priority Work Orders, and over 14,000+ total DCPS Work Orders in FY23.

	DCPS Priorities TOTAL	DCPS Priorities COMPLETED	DCPS Priorities OPEN	DCPS All COMPLETED (FY23)
Lock and Door	180	160	20	1,708
Lighting	135	132	3	1,035
Cooling	1	1	0	1,142
Interior Painting & Wall Issue	91	90	1	462
Heating	1	1	0	866
Electronic Security	47	46	1	120
Leak	34	29	5	452
Toilet	27	25	2	972
PA and Clock System	1	1	0	96
Ceiling	31	30	1	449
Sub Total	548	515	33	7,302
Other	368	343	25	6,732
Total	916	858	58	14,034



SCHOOL OPENING CHECKLIST

DGS has developed the below school opening facility readiness checklist. This checklist allows DCPS Principals and key operations staff to communicate back to DGS **on the operational readiness of a school across maintenance needs that are the most likely to impact instruction and programming if not resolved.**

Problem Type	Description	Disagree	Partially Agree	Agree
1.1.A HVAC	My school's HVAC system is functioning at a facility-wide level.			
1.1.B HVAC	If there are isolated HVAC problems, contingencies are in place for temp. control.			

Problem Type	Description	Disagree	Partially Agree	Agree
1.2.A Plumbing	There are no open emergency or high priority work orders for Toilets or Urinals.			
1.2.B Plumbing	There are no open emergency or high priority work orders for Sinks.			
1.2.C Plumbing	All of my school's bathrooms are functional for student use (as it pertains to Plumbing).			

Problem Type	Description	Disagree	Partially Agree	Agree
1.3.A Electrical	There are no open emergency or high priority work orders for Lighting			
1.3.B Electrical	Interior Lighting works properly at my school			
1.3.C Electrical	Exterior Lighting works properly at my school.			

Problem Type	Description	Disagree	Partially Agree	Agree
1.4.A Enviro.	There are no open emergency or high priority work orders for pest control.			
1.4.B Enviro.	Instruction is not being interrupted as a result of pest control issues.			
1.4.C Enviro.	There are no open emergency or high priority work orders for mold related issues.			

Problem Type	Description	Disagree	Partially Agree	Agree
1.5.A ADA	All floors and levels are accessible to all students.			
1.5.B ADA	There are no open emergency or high priority work orders for elevators.			

Problem Type	Description	Disagree	Partially Agree	Agree
2.1.A SF	Principals and all operations staff receive Salesforce notification emails.			
2.1.B SF	Key operations staff are trained in Salesforce and Work Order management.			



DCPS WO FORECAST & PROGRESS

DGS completed 14% more DCPS work orders than originally projected, including 3,300+ among the Top 10 WO problem types.

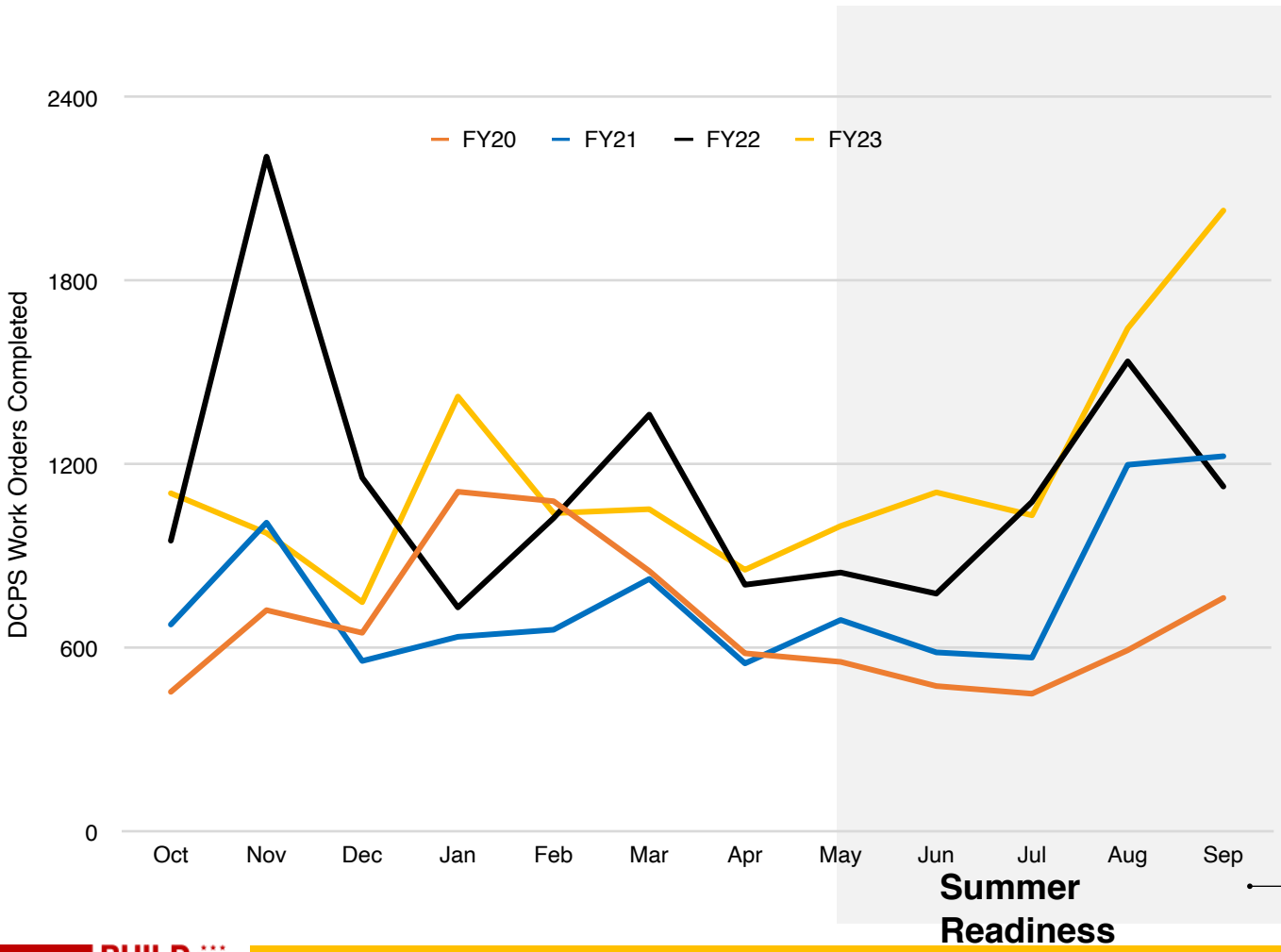
	Top 10 Problem Types	Other Problem Types	Total Open
New WOs Expected (May 1 to Sept. 30)	2,419	4,581	7,100
New WOs Actuals (May 1 to Sept.21)	4,085	3,643	7,728
% Received	169%	80%	108%
Projected WOs Completed (May 1 to Sept. 30)	(1,920)	(3,712)	(5,632)
Actual WOs Completed (May 1 to Sept.21)	(3,371)	(3,025)	(6,396)
% Completed	176%	81%	114%

Portfolio wide, DCPS work order submissions this summer are 8% more than projected in April 2023. The Top 10 problem type work orders were 69% higher than expected.

In response to more Top 10 problem type work order submissions, **DGS completed 76% more of these Top 10 work orders than originally forecasted.**

DCPS WO COMPLETIONS

After 4 years of consecutive annual growth in completions, DGS is completing approx. 69% more work orders than in FY20.



1000+ Monthly Completions

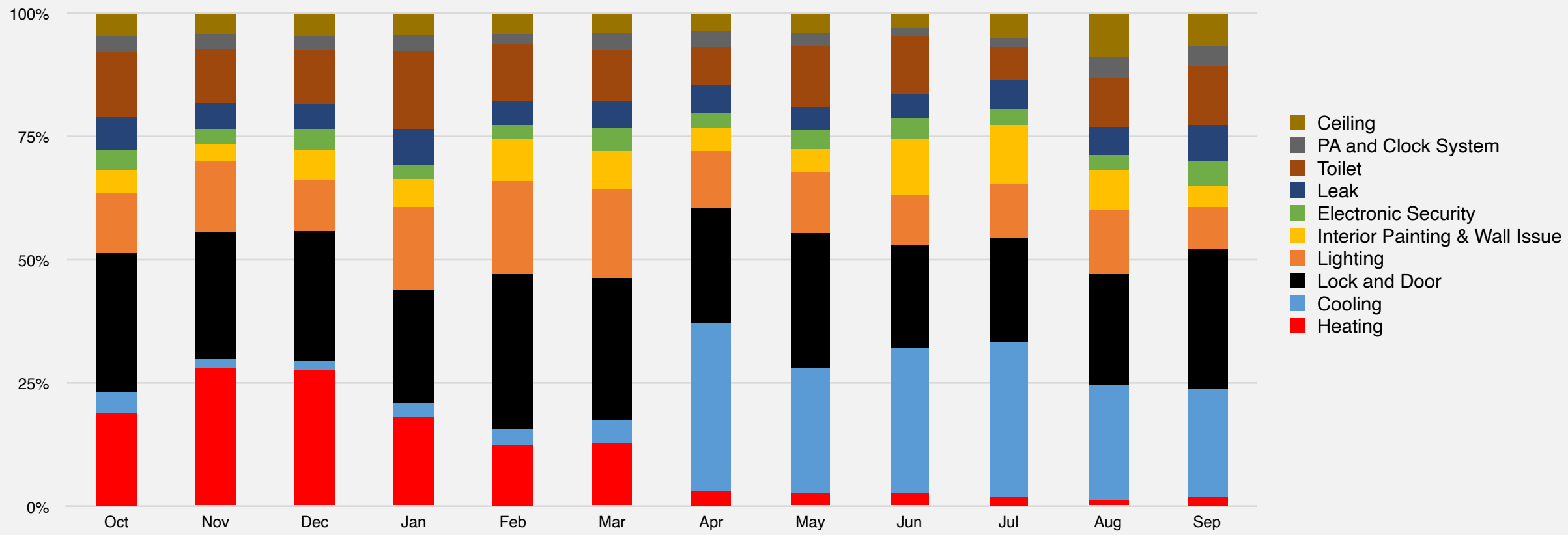
	FY20	FY21	FY22	FY23	Annual Growth	Growth Since FY20
Oct	458	678	952	1107	16%	142%
Nov	725	1011	2207	977	-56%	35%
Dec	651	559	1158	751	-35%	15%
Jan	1112	638	734	1423	94%	28%
Feb	1081	661	1026	1042	2%	-4%
Mar	853	827	1364	1055	-23%	24%
Apr	584	551	808	857	6%	47%
May	556	693	848	1000	18%	80%
Jun	477	587	779	1110	42%	133%
Jul	452	570	1079	1035	-4%	129%
Aug	594	1200	1538	1646	7%	177%
Sep	765	1228	1129	2031	80%	165%
Total	8308	9203	13622	14034	3%	69%

Every Year since FY20, DGS has completed more work orders during the summer readiness period than the year before.

DCPS WOs RECEIVED

NO UNEXPECTED SURGES ACROSS TOP PROBLEM TYPES

FY23 DCPS Top 10 Problem Type Submissions



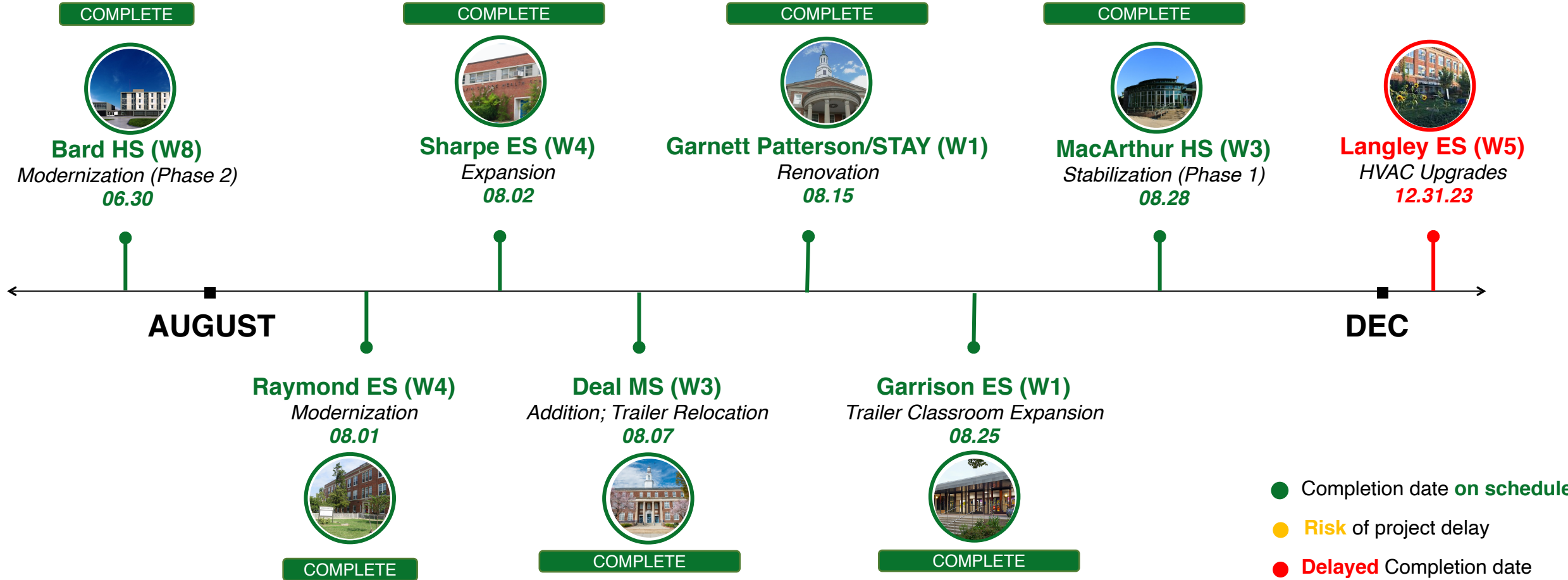
Top Problem Types are Stable: As expected, Heating (red) surges in the winter and Cooling (blue) in the summer. Other Top Problem Types are generally evenly distributed throughout the year.



SECTION 4: CAPITAL PROJECTS

DCPS CAPITAL PROJECTS

Projects delivering Summer 2023 where failure to deliver will have significant impacts on schools.



DCPS CAPITAL PROJECTS

Summer 2023 projects **delayed** or at a **moderate risk** of being delayed

Project	Ward	Budget	Substantial Completion	Comments
Langley ES <i>HVAC Upgrades</i>	5	\$15,000,000	12/31/2023	Project is delayed. New chiller will not arrive until December. A temporary boiler will be installed for heating season.



DCPS CAPITAL PROJECTS UPDATES

Additional Summer 2023 projects **Delivered on Schedule**

Project	Ward	Budget	Substantial Completion
 Bard HS <i>Modernization (Phase 2)</i>	8	\$85,000,000	6/30/2023
 Garnett Patterson / STAY <i>Renovation</i>	1	\$15,000,000	8/15/2023
 Deal MS <i>Temporary Trailer Relocation</i>	1	\$500,000	8/15/2023
 Eastern HS <i>Field Replacement</i>	7	\$1,000,000	8/15/2023
 Plummer ES <i>VRF Piping Replacement</i>	7	\$750,000	8/15/2023
 ML King ES <i>VRF Replacement</i>	8	\$1,000,000	8/15/2023
 Brightwood ES <i>Playground</i>	4	\$1,500,000	8/15/2023
 Hardy MS <i>Field and Courts</i>	2	\$1,250,000	8/15/2023
 Amidon-Bowen ES <i>Child Development Center Addition</i>	6	\$7,000,000	10/31/23
 MacArthur HS <i>Stabilization Project</i>	3	\$5,000,000	8/28/23
 Garrison ES <i>Trailer Classroom Expansion</i>	1	\$1,000,000	8/25/23

DCPS CAPITAL PROJECTS UPDATES

FY 2024 DCPS Capital Projects

Project	Ward	Budget	Substantial Completion
Luke C. Moore HS <i>Boiler replacement</i>	7	\$1,250,000	10/15/23
Kelly Miller MS <i>Boiler replacement</i>	7	\$1,250,000	10/15/23
Miner ES <i>Boiler replacement</i>	6	\$1,500,000	7/31/24
Old Banneker <i>Boiler replacement</i>	1	\$500,000	5/31/24
Garnett Patterson STAY <i>Boiler replacement</i>	1	\$1,200,000	7/31/24
Kenilworth <i>Boiler replacement</i>	8	\$1,500,000	8/31/24

DCPS CAPITAL PROJECTS UPDATES

Summer 2024 School Modernizations

Project	Ward	Budget	Substantial Completion
School Without Walls at Francis-Stevens <i>Modernization</i>	2	\$100,000,000	8/1/24
Garfield ES <i>Modernization</i>	8	\$55,000,000	7/15/24
Whitlock ES (formerly Aiton) <i>Modernization</i>	7	\$55,000,000	7/15/24
Dorothy Height ES <i>Modernization</i>	4	\$65,000,000	7/15/24
Old Miner Child Development Center	6	\$13,000,000	7/15/24
Deal ES <i>Addition</i>	3	\$20,000,000	7/15/24




SECTION 5: WARD STATUS UPDATES

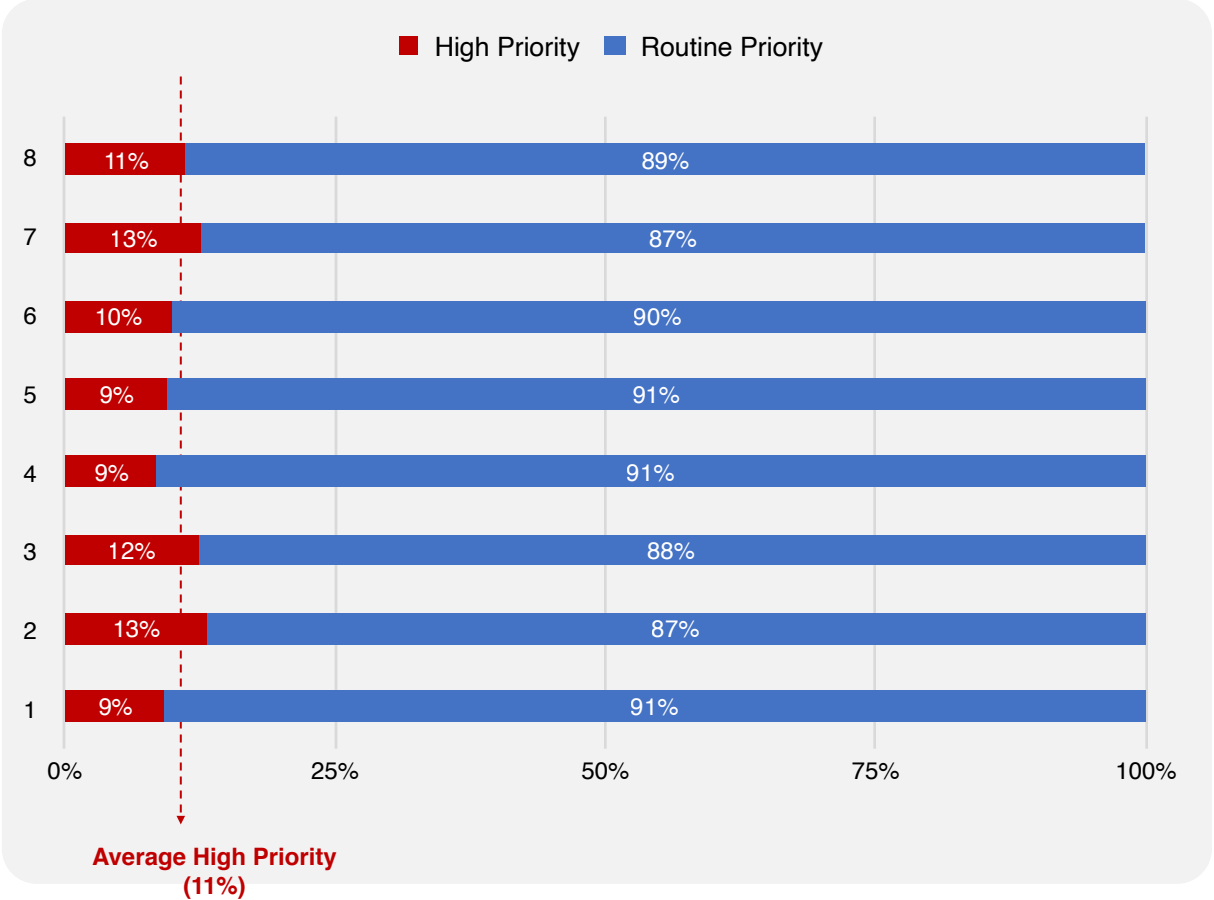
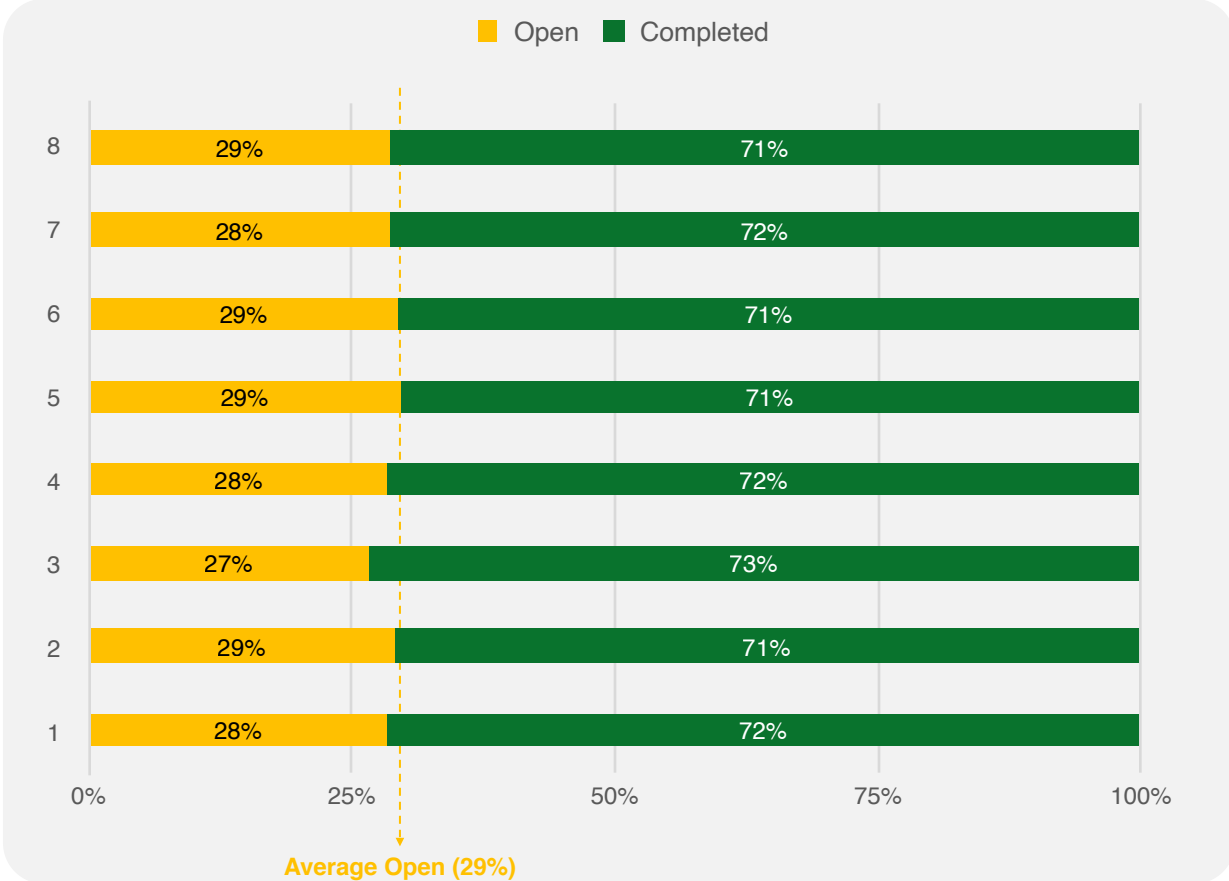
ALL WARDS: FY23 DCPS WORK ORDERS

 **5,416 OPEN**

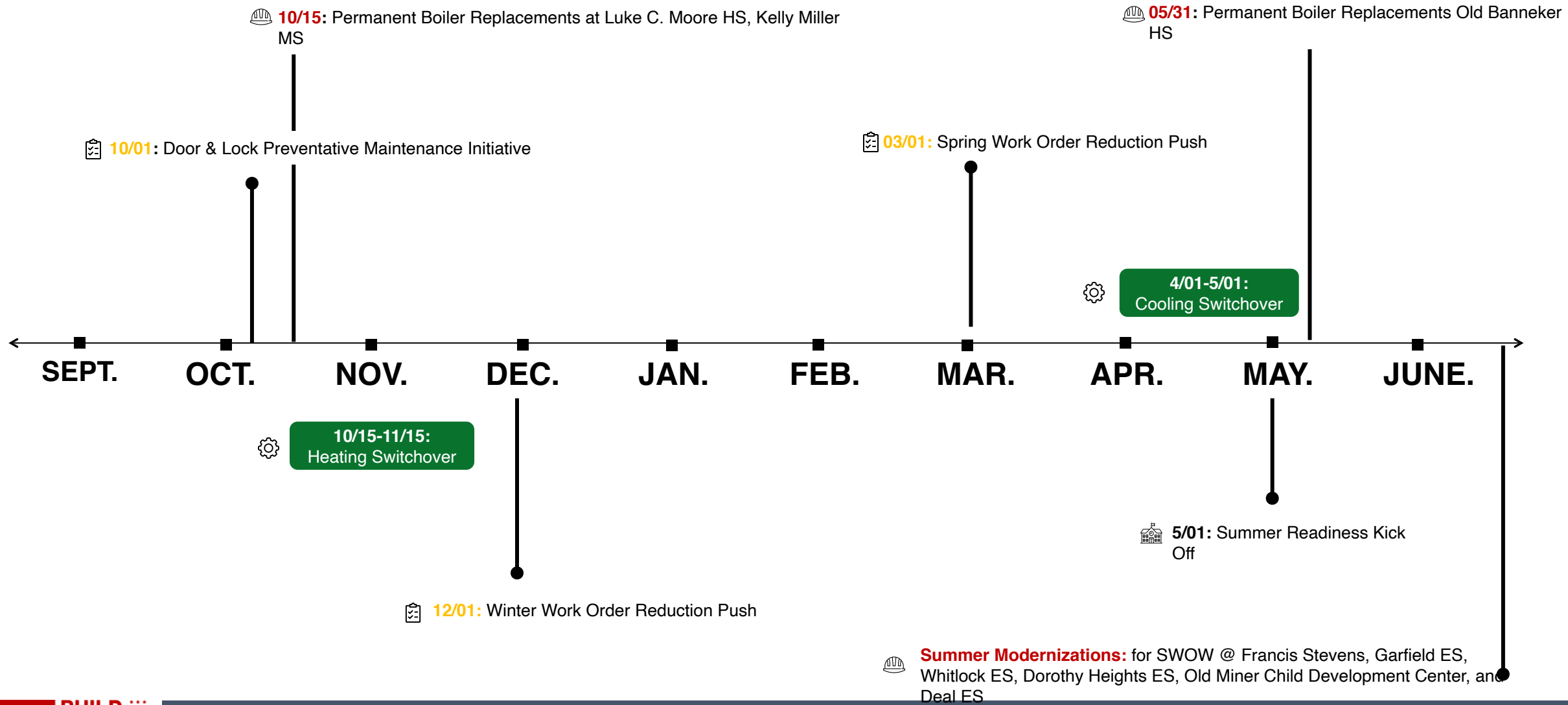
 **13,584 COMPLETED**

 **571 HIGH PRIORITY**

 **4,845 ROUTINE PRIORITY**



LOOKING AHEAD



WARD 1: FY23 DCPS WORK ORDERS

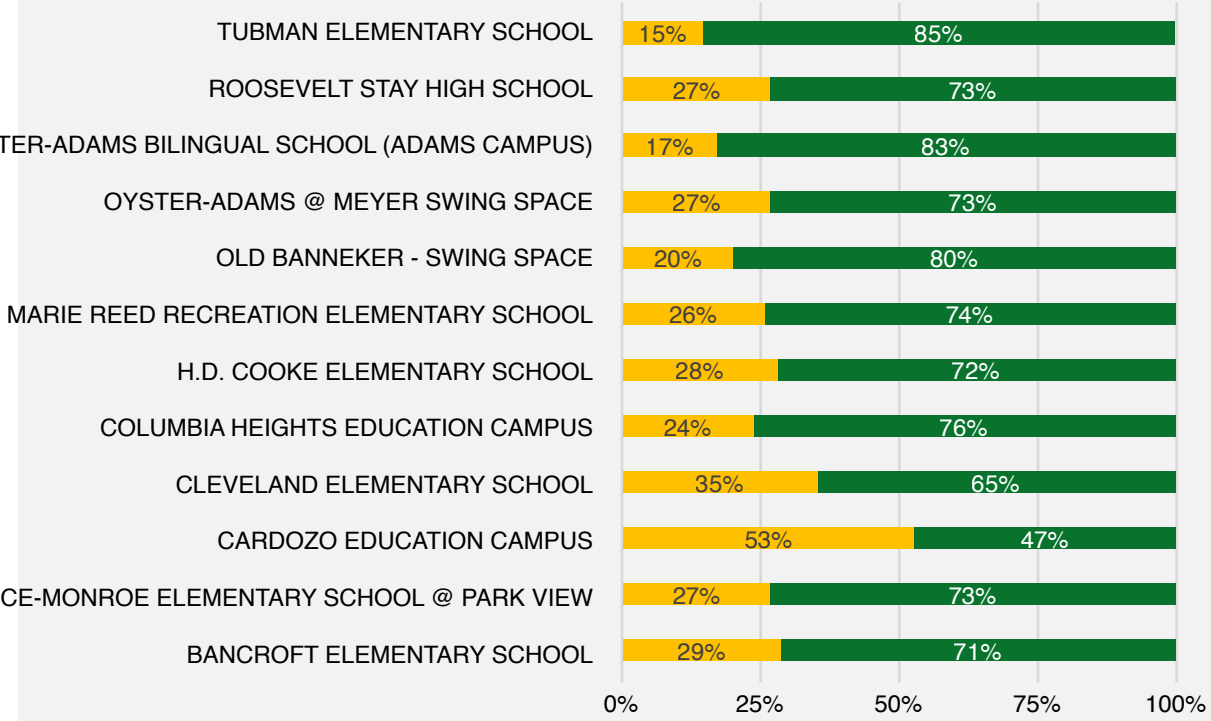
 **531 OPEN**

 **1,345 COMPLETED**

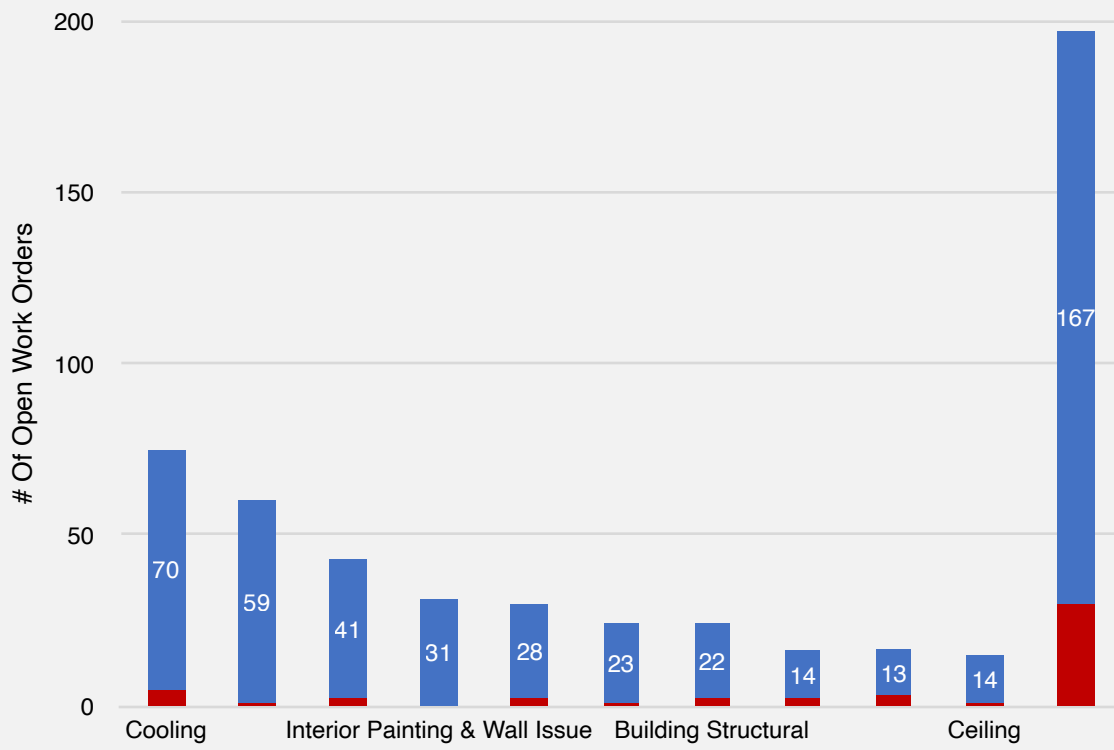
 **482 ROUTINE PRIORITY**

 **49 HIGH PRIORITY**

■ OPEN ■ COMPLETED



■ HIGH PRIORITY ■ ROUTINE PRIORITY



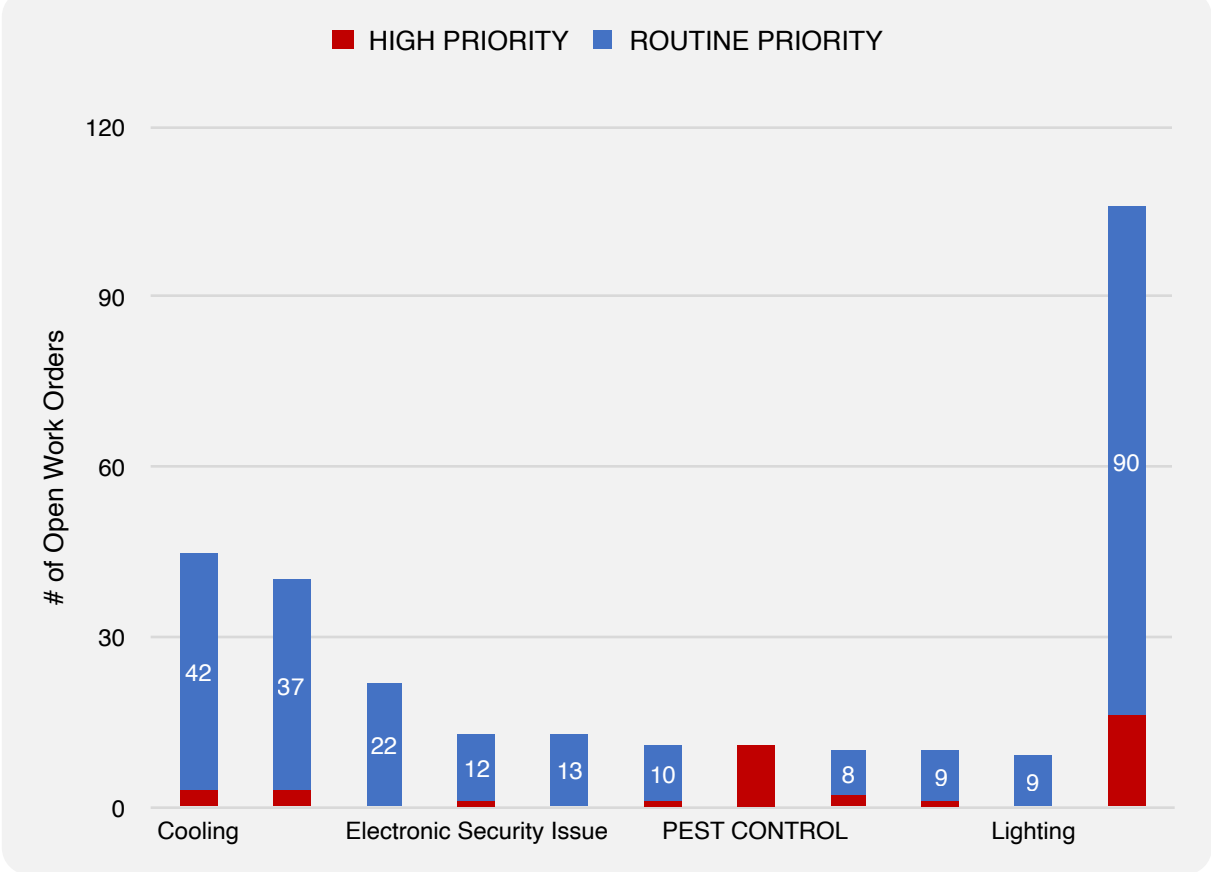
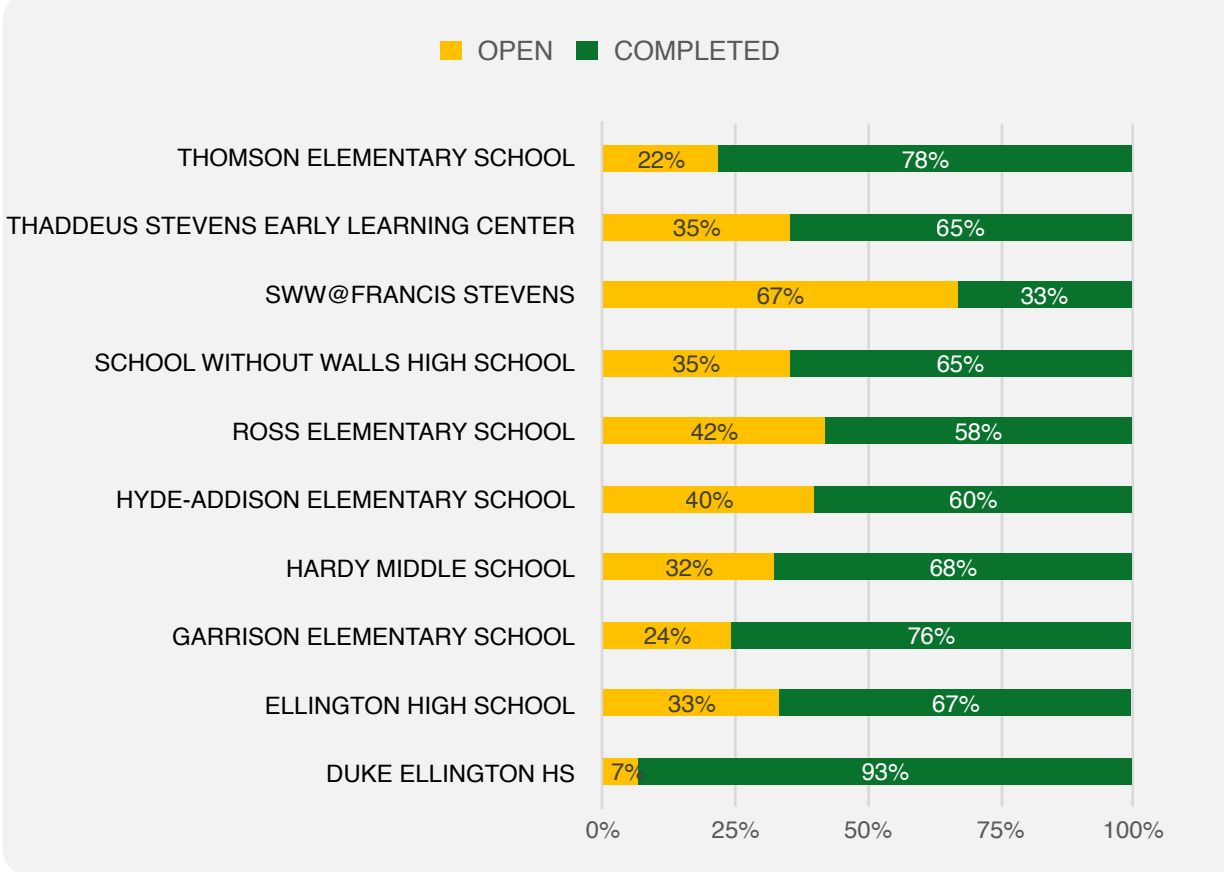
WARD 2: FY23 DCPS WORK ORDERS


290 OPEN


710 COMPLETED


252 ROUTINE PRIORITY


38 HIGH PRIORITY



WARD 3: FY23 DCPS WORK ORDERS

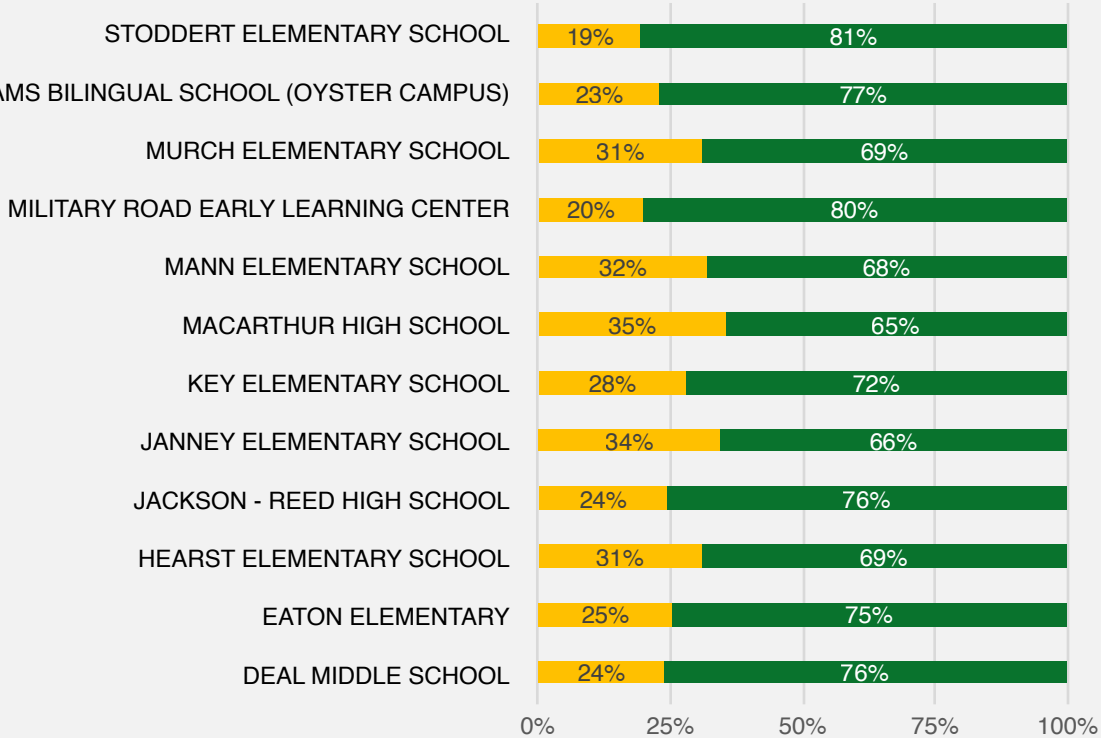
 **621 OPEN**

 **1,722 COMPLETED**

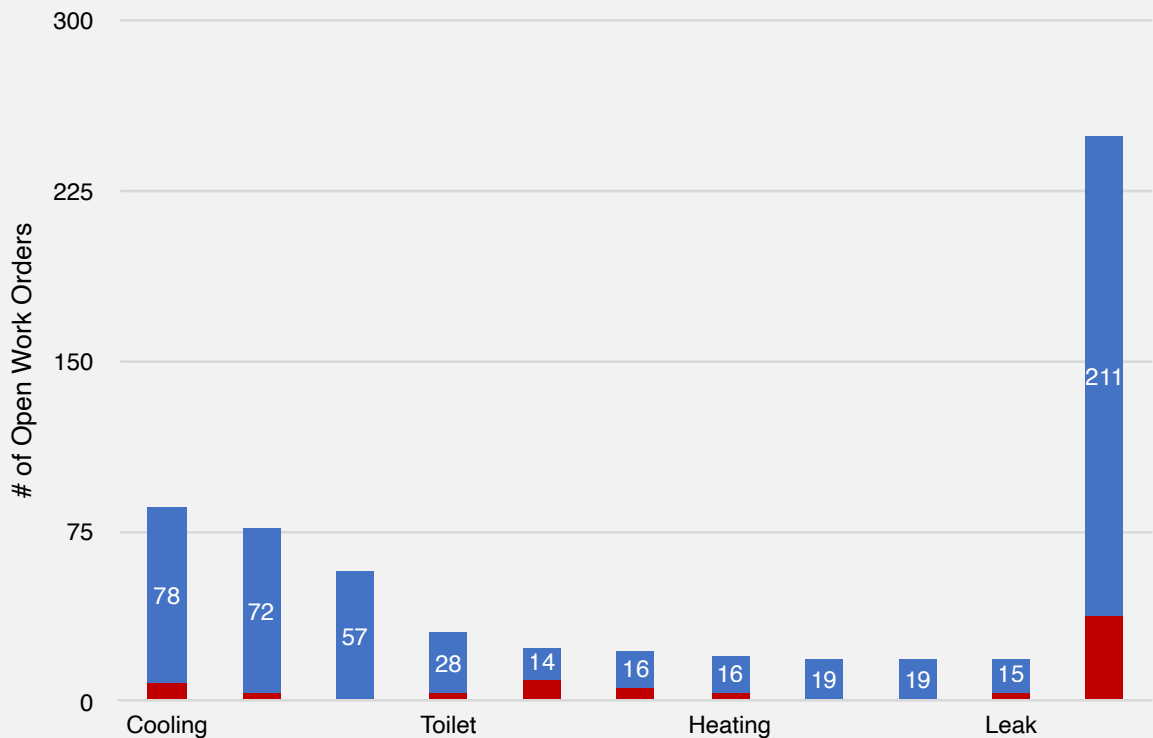
 **545 ROUTINE PRIORITY**

 **75 HIGH PRIORITY**

■ OPEN ■ COMPLETED



■ HIGH PRIORITY ■ ROUTINE PRIORITY



WARD 4: FY23 DCPS WORK ORDERS

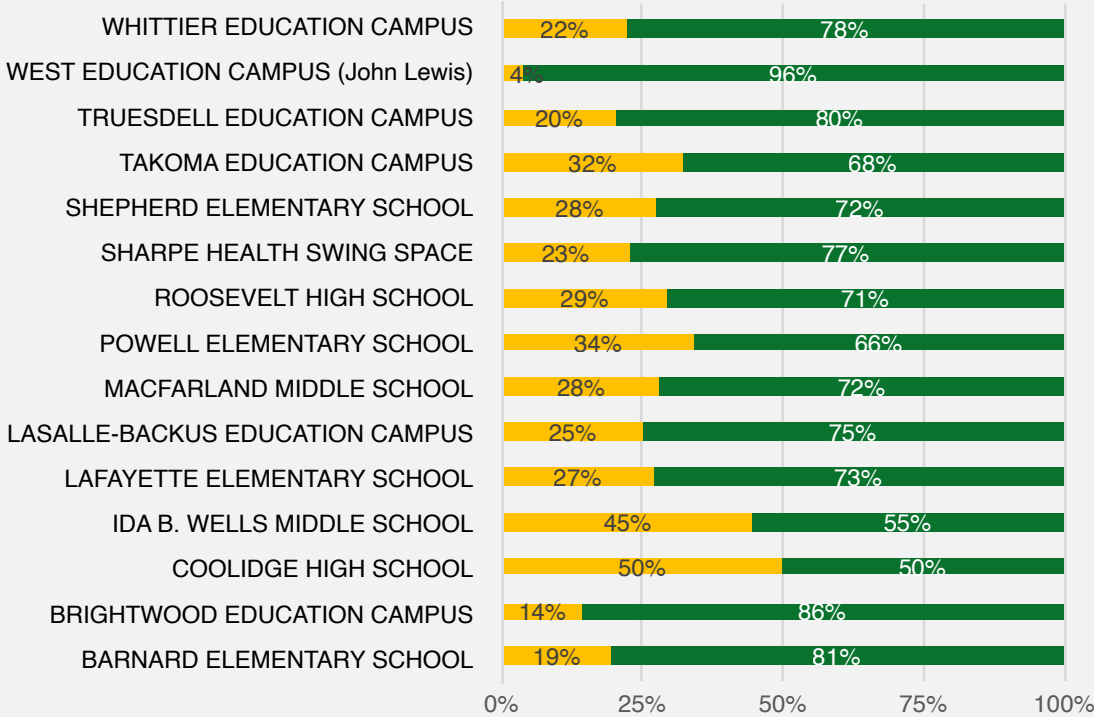
 **846 OPEN**

 **2,130 COMPLETED**

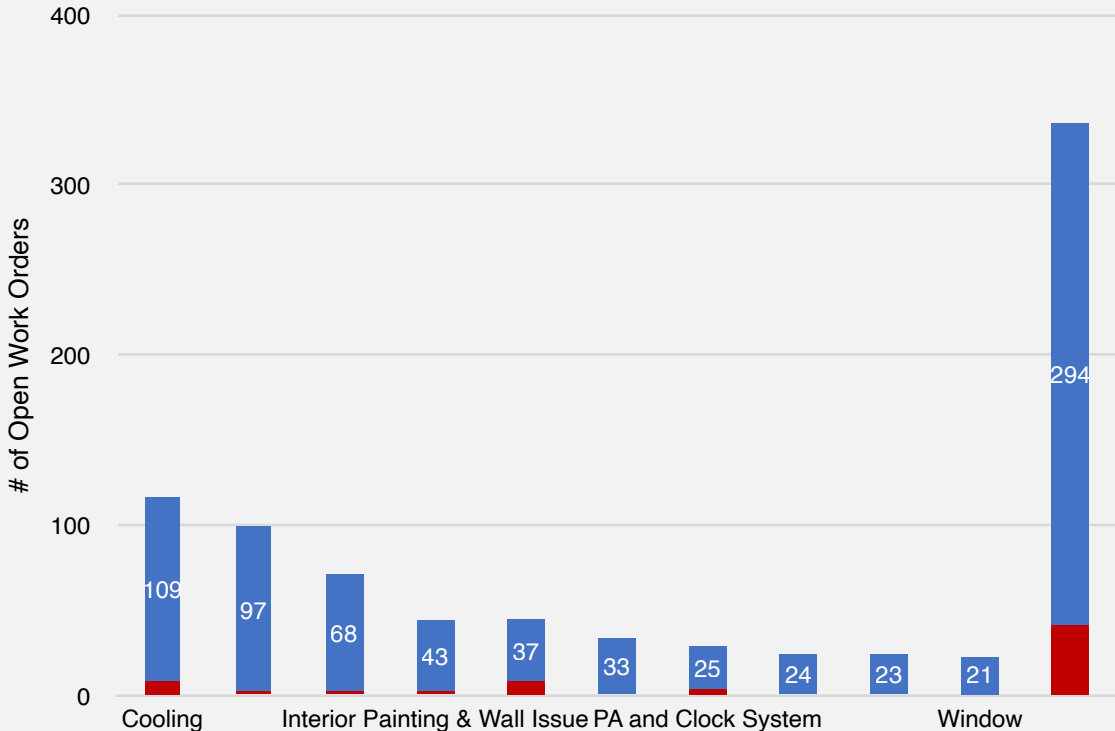
 **774 ROUTINE PRIORITY**

 **72 HIGH PRIORITY**

■ OPEN ■ COMPLETED



■ HIGH PRIORITY ■ ROUTINE PRIORITY



WARD 5: FY23 DCPS WORK ORDERS

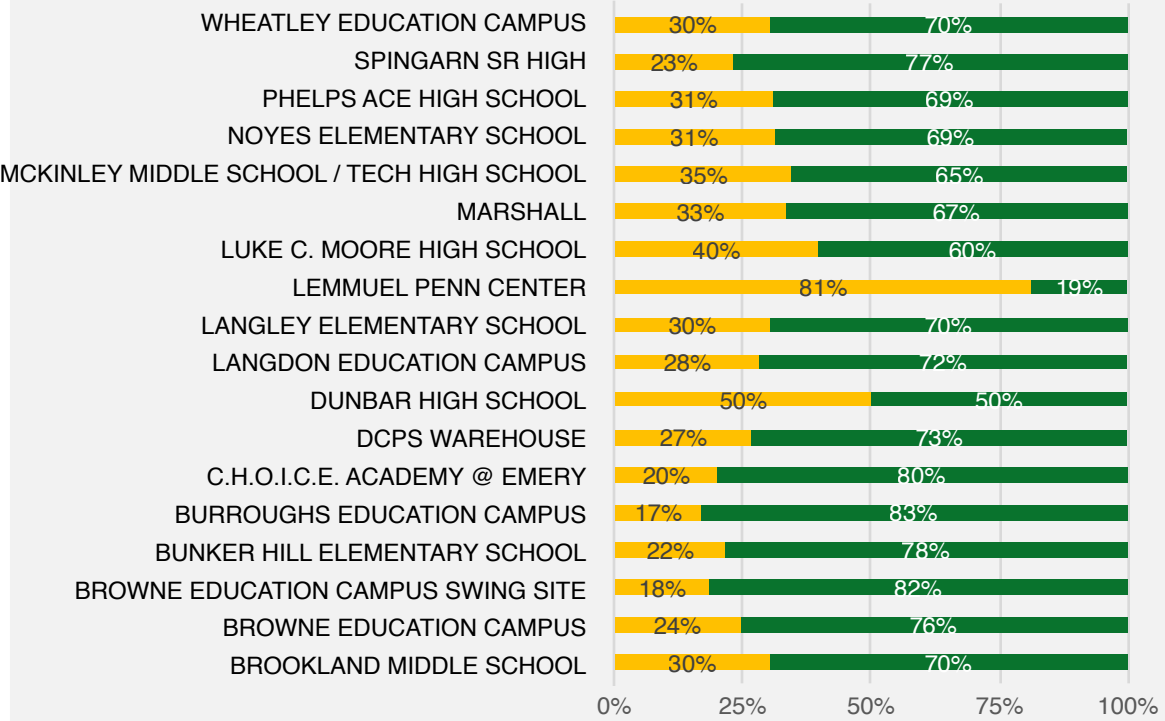
 **644 OPEN**

 **1,540 COMPLETED**

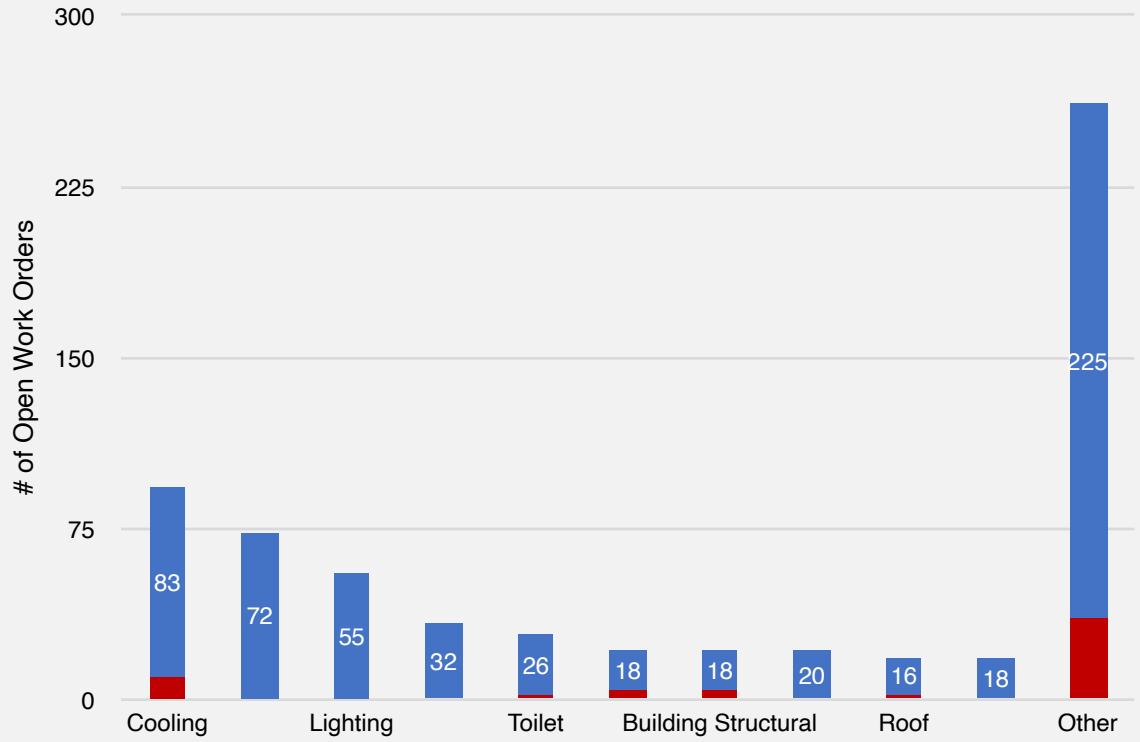
 **583 ROUTINE PRIORITY**

 **61 HIGH PRIORITY**

■ OPEN
 ■ COMPLETED



■ HIGH PRIORITY
 ■ ROUTINE PRIORITY



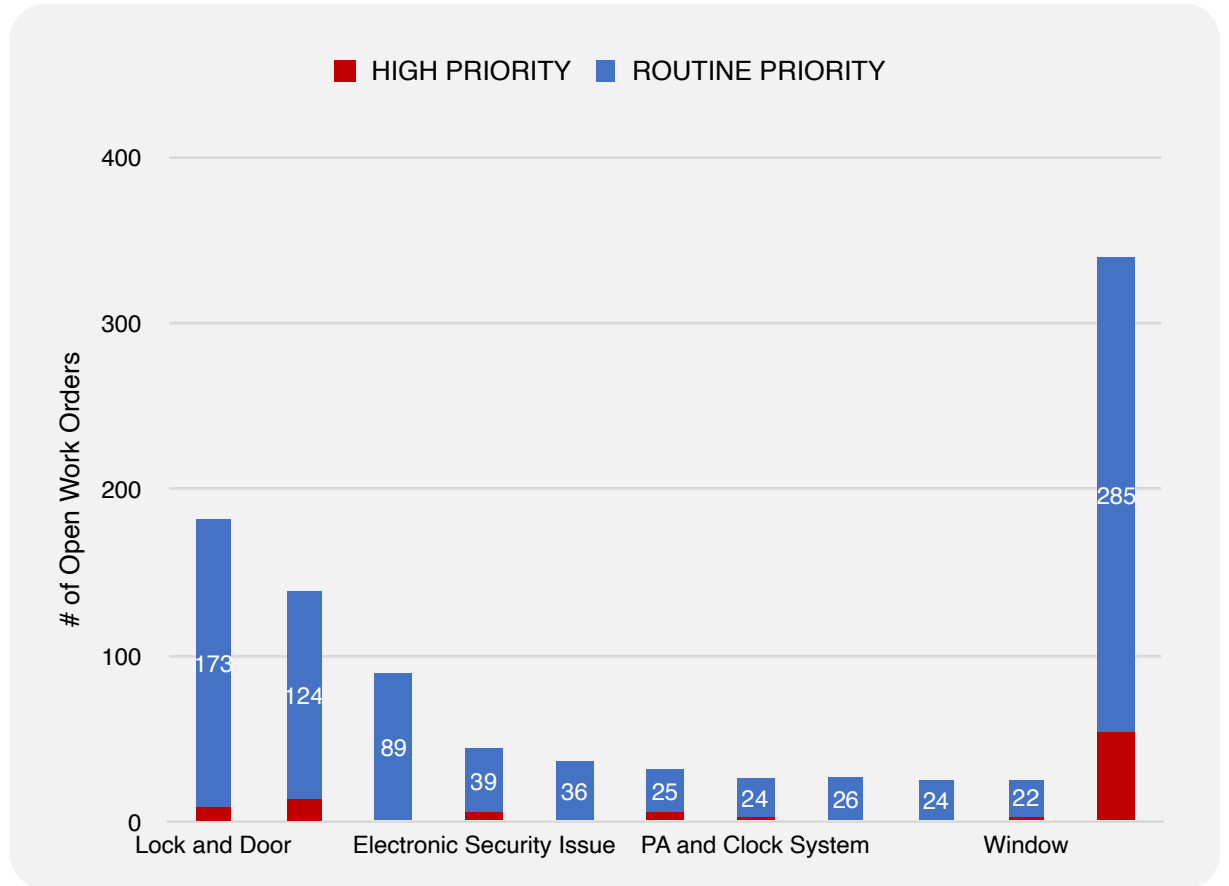
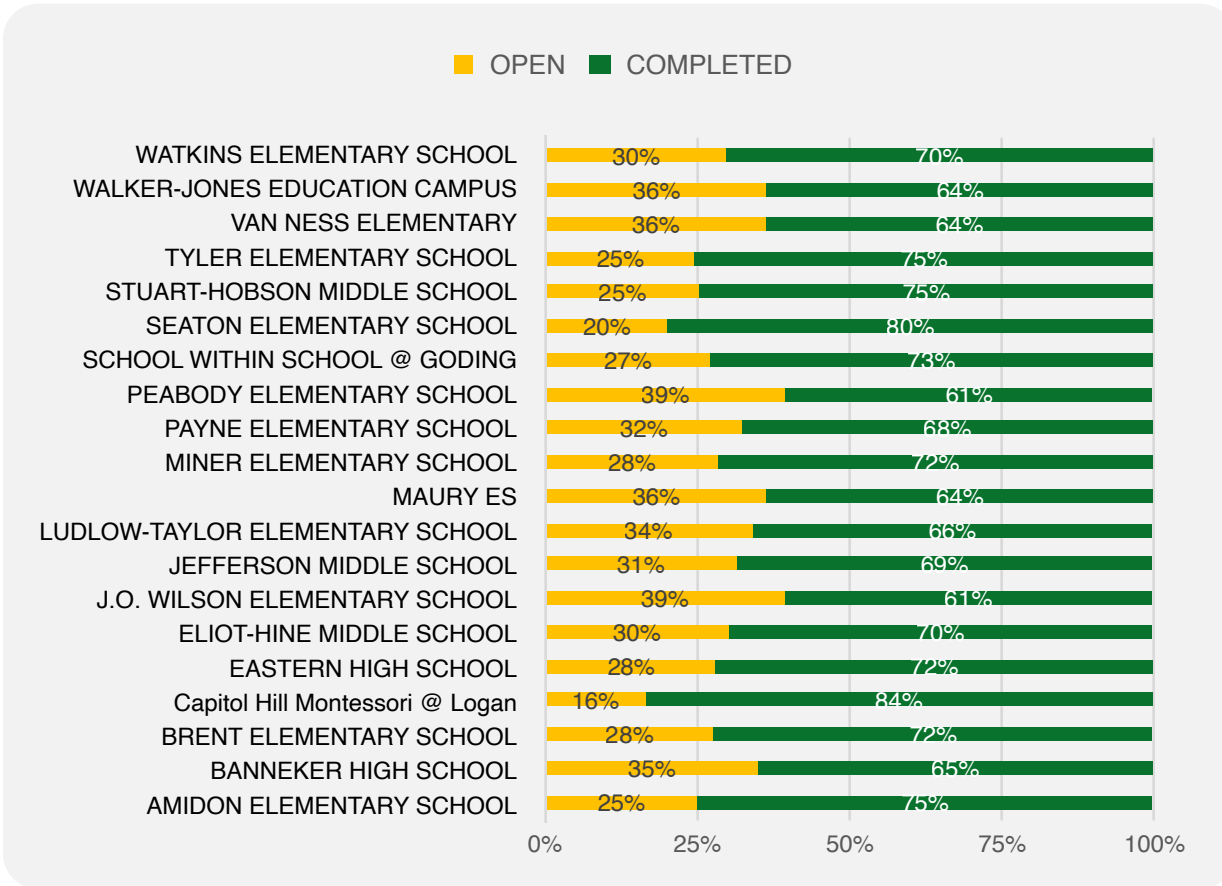
WARD 6: FY23 DCPS WORK ORDERS

 **961 OPEN**

 **2,320 COMPLETED**

 **867 ROUTINE PRIORITY**

 **94 HIGH PRIORITY**



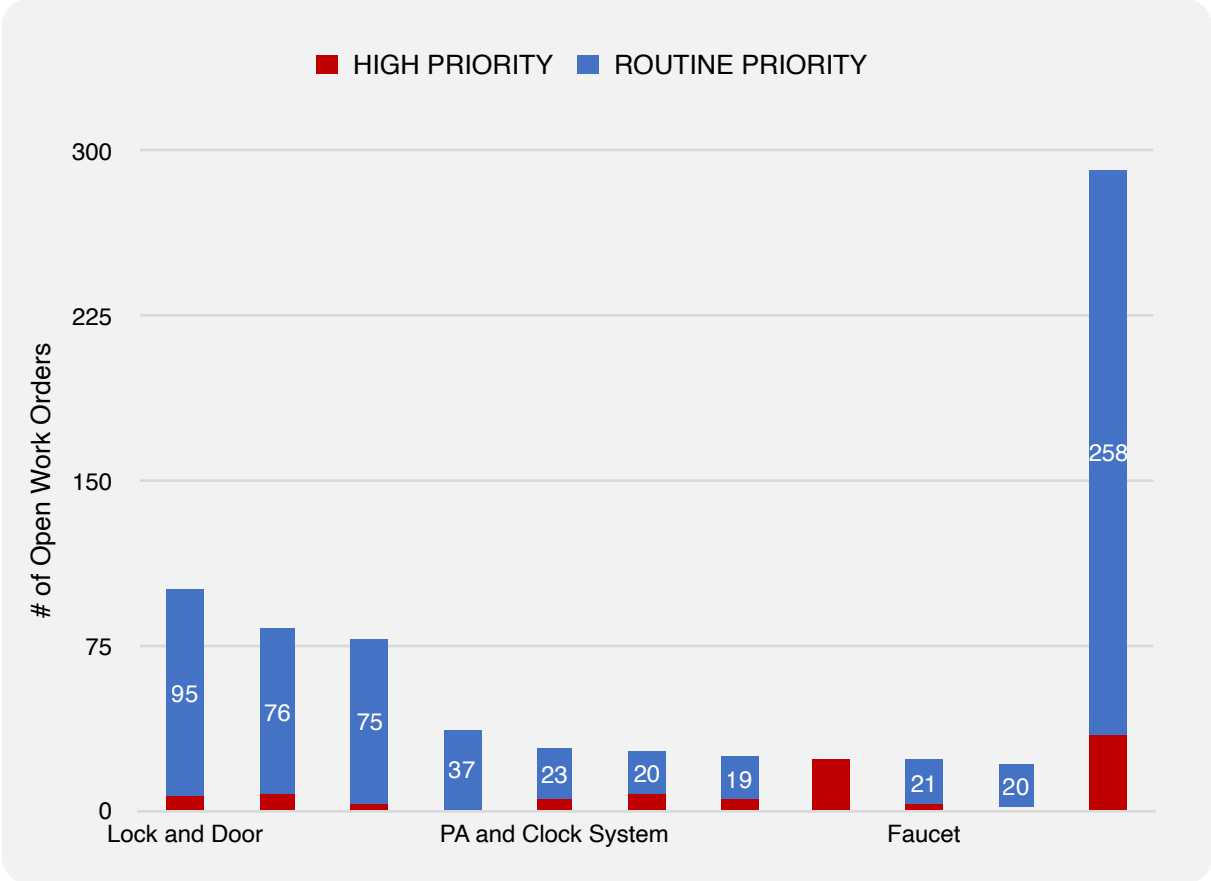
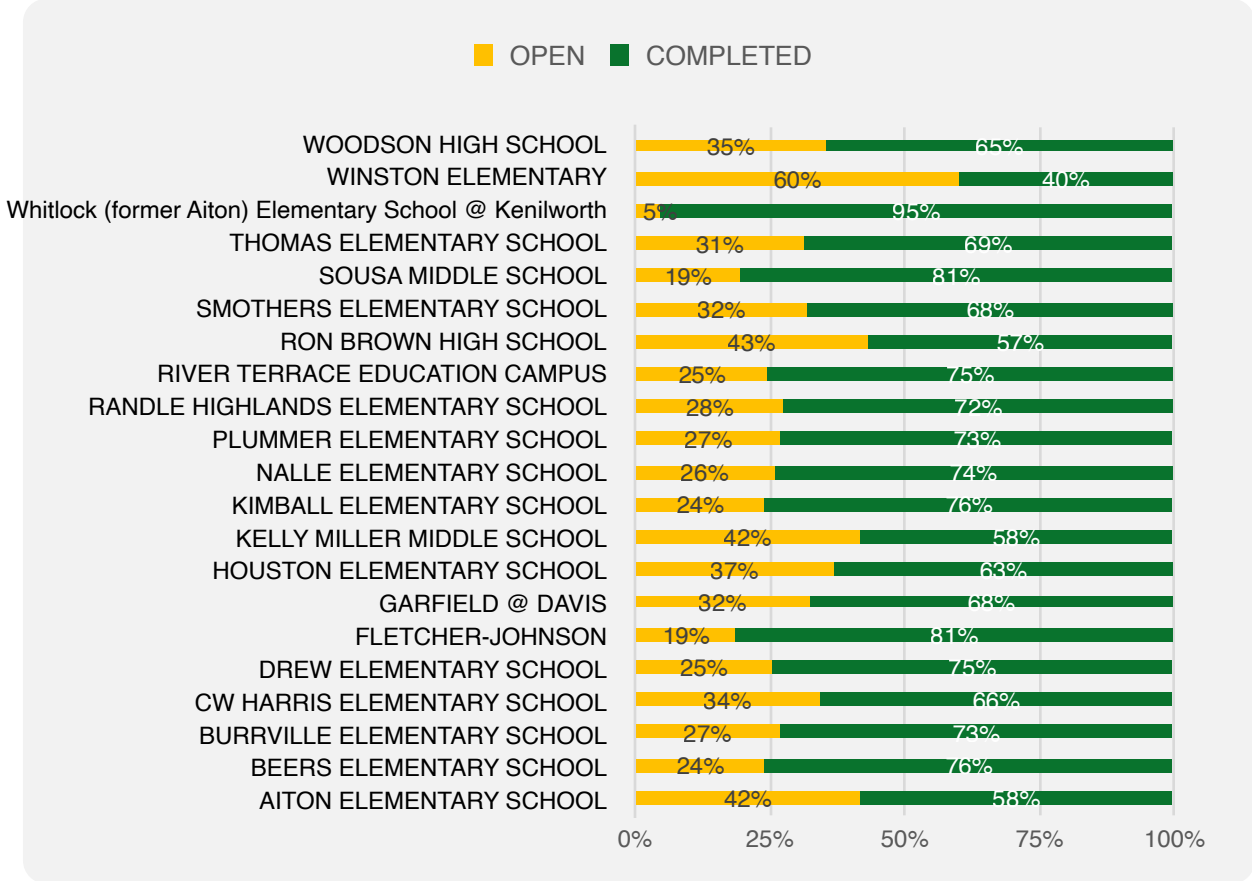
WARD 7: FY23 DCPS WORK ORDERS


737 OPEN

1,849 COMPLETED


644 ROUTINE PRIORITY

93 HIGH PRIORITY



WARD 8: FY23 DCPS WORK ORDERS

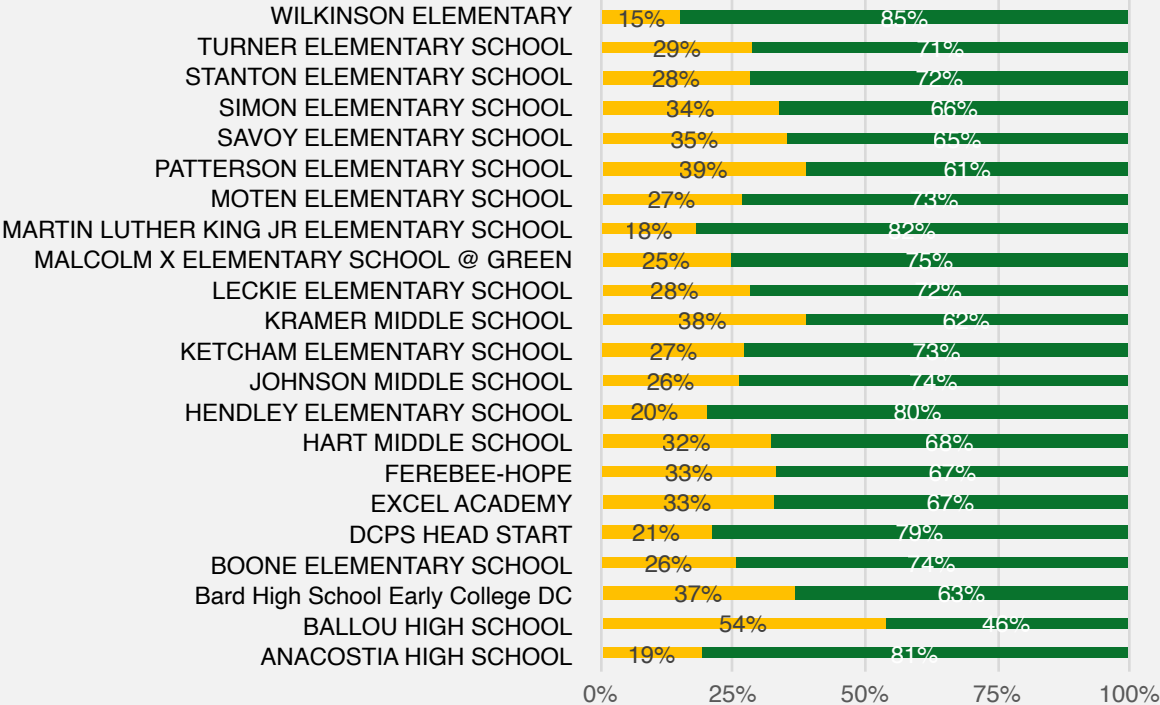
786 OPEN

1,944 COMPLETED

698 ROUTINE PRIORITY

88 HIGH PRIORITY

■ OPEN ■ COMPLETED



■ HIGH PRIORITY ■ ROUTINE PRIORITY

